

Set up the PingId Application

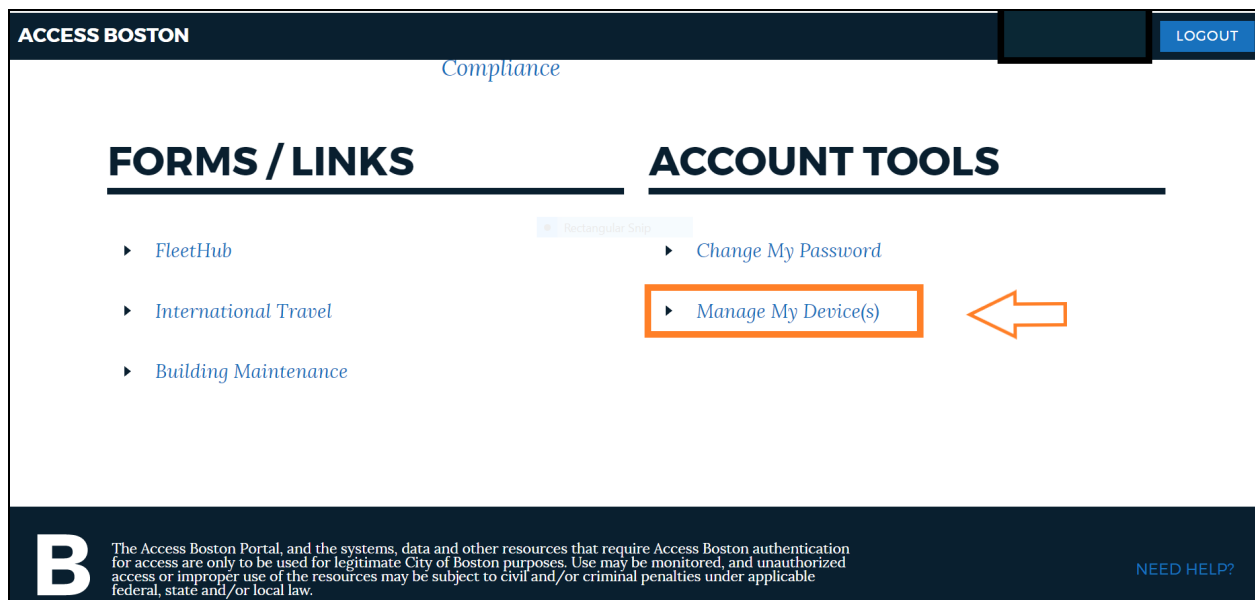
Step 1: Install the PingID application on your mobile device. It is available on either the Apple App Store and the Google Play Store.

Apple App store: <https://apps.apple.com/us/app/pingid/id891247102>

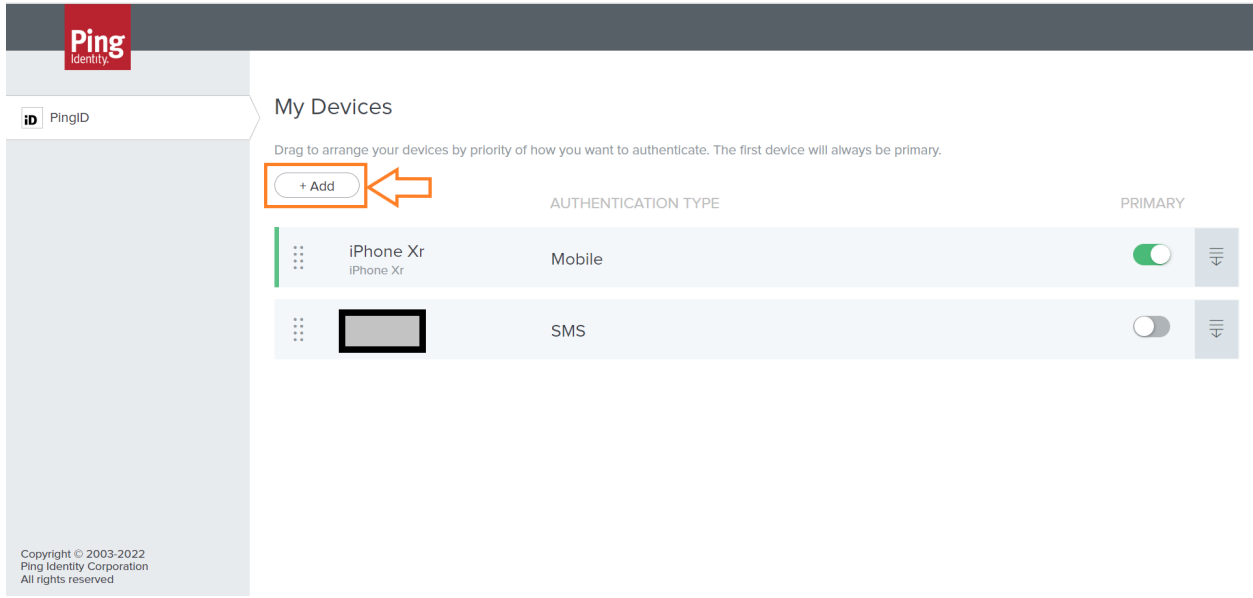
Google Play Store:

https://play.google.com/store/apps/details?id=prod.com.pingidentity.pingid&hl=en_US&gl=US

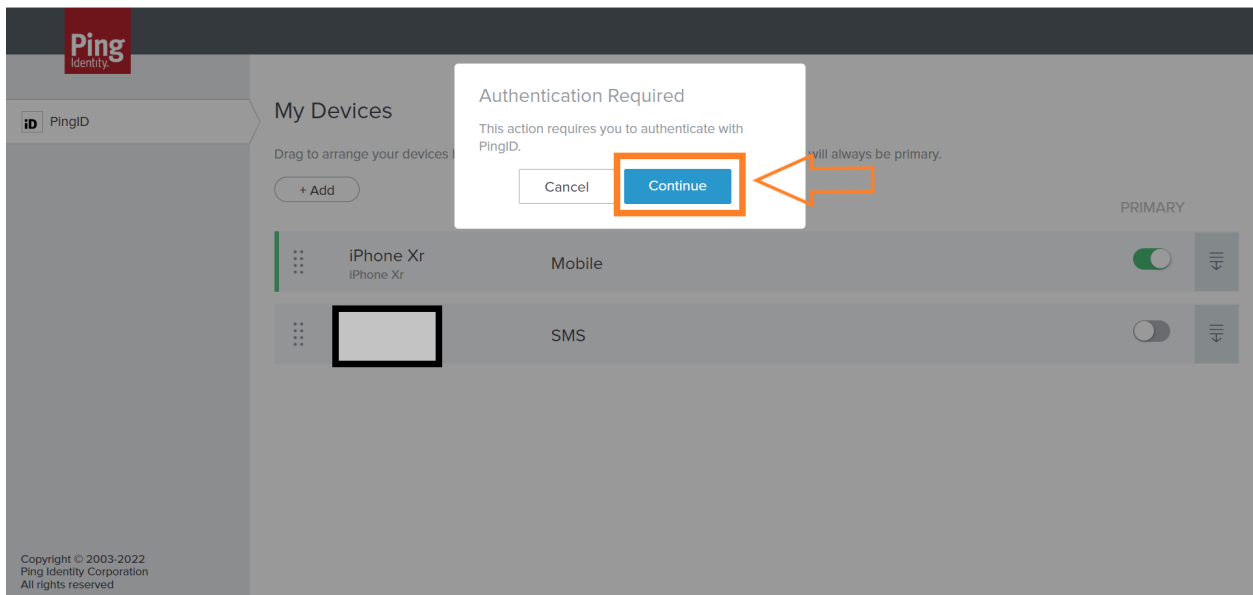
Step 2: Login to the Access Boston Portal at access.boston.gov and near the bottom of the page, in the **Account Tools** section click on the *Manage My Device(s)* link.



Step 3: When you click on *Manage My Device(s)*, you will be redirected to the Ping Identity page. It opens as a new tab in your web browser. You need to click on the Add+ button (as shown below).



Step 4: To make any changes, you must first prove that it's really you with a new code, which you'll be asked for when you click on the Continue button.



Step 5: After you click on continue you will be redirected to a page where you will have to type in an otp sent to either your email or your phone(sms) which is your primary authentication method. Enter the otp you have received in the box and click on Sign On.

Authentication

SMS sent to Mobile 1 [REDACTED]
Enter the passcode you received.

Resend Passcode

Sign On

If you need extra help, please contact the DoIT Service Desk via 617-635-7378 or BPS Technology Help Desk Support at 617-635-9200 or Boston Police Department: Tech Support Group: 617-343-9600 or Boston Fire Department: Information Technology Division: 617-343-3483.

You can now record yourself and your screen at the same time

PingID

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Step 6: Next, you will see the QR code you need to scan from your Ping ID app which needs to be installed on your mobile device(if not already installed). The instruction to install the app is mentioned in the first step.

Ping
Identity

id PingID

My Devices

Drag to arrange your devices

+ Add


iPhone Xr

iPhone Xr


Mobile 1

[REDACTED]

Add a New Device



PingID Mobile Application
For the best experience, install PingID and scan the QR code to pair your mobile device. You can also enter the pairing code manually when required.



Pairing Code: [REDACTED]

Available for iPhone & iPad

Available for Android

Other Authentication Methods

SMS

Voice

Yubikey

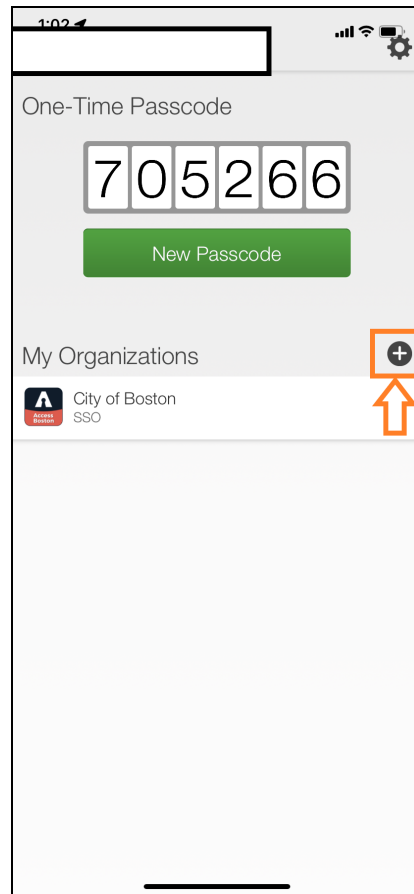
Email

always be primary.

PRIMARY

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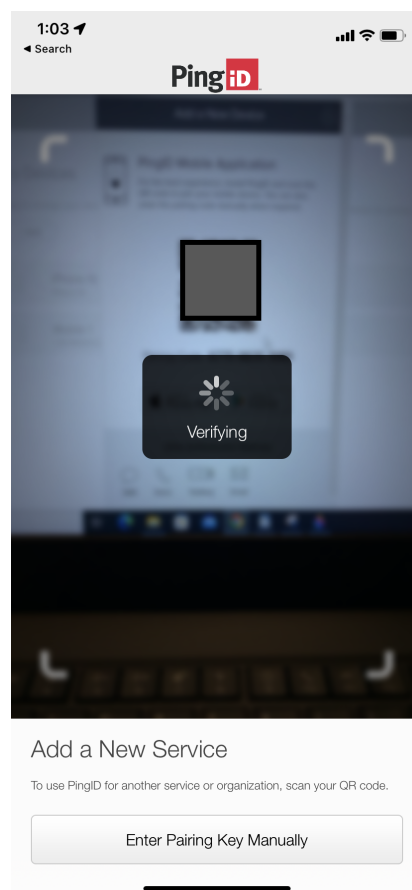
Step 7: In the PingID app you will see this screen. In order to scan the QR code you need to select the Plus button (highlighted below).



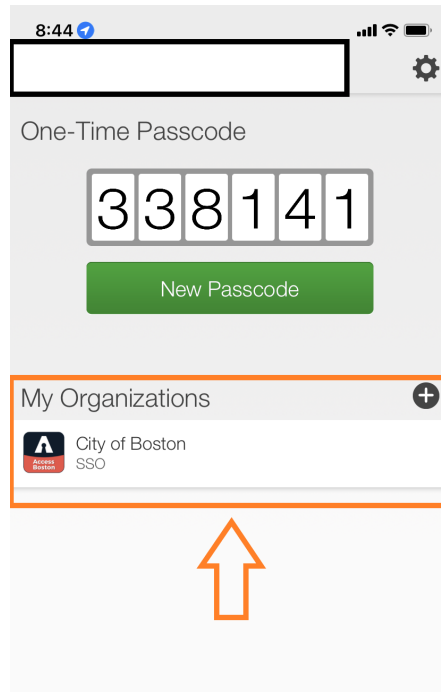
Step 8: Your camera will open (make sure you have not restricted access for the PingID app to allow the camera to be accessed.)

Focus the camera on the QR code, it will be verified and you will see Access Boston appear in your app. This process is just like getting a menu from a QR code in post-pandemic restaurants!

If the camera doesn't work, you can also type in the pairing code which is on the computer screen below the QR code. You will see Access Boston appear in your app.

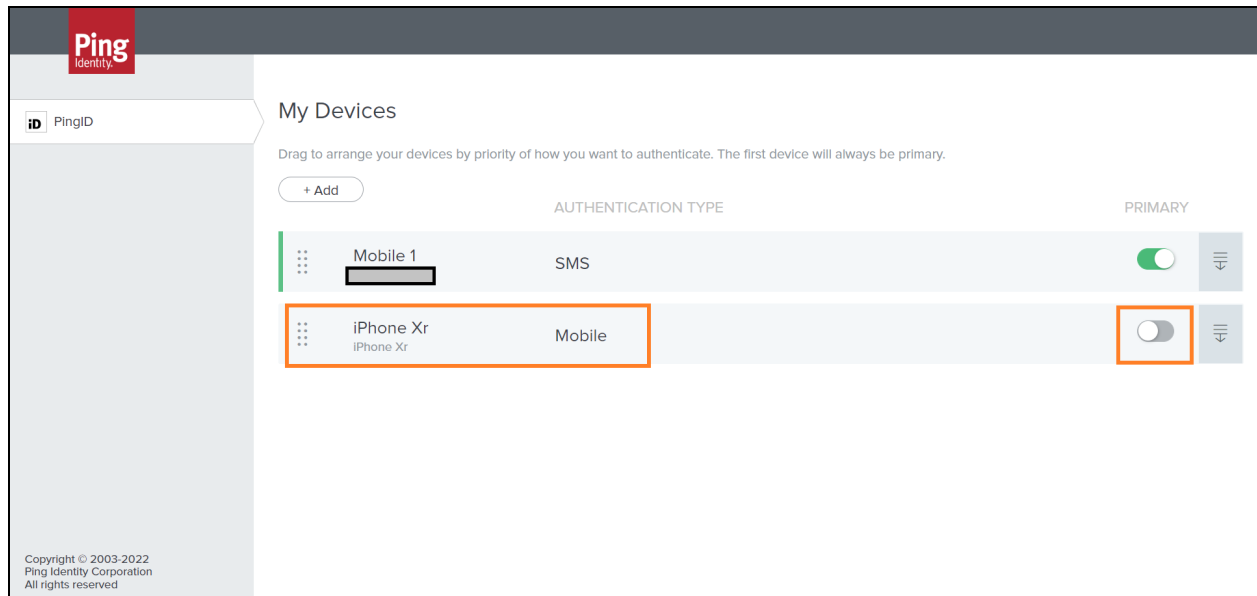


Step 9: You will know it's done when you see 'City of Boston' in the 'My Organizations' area within your PingID app.

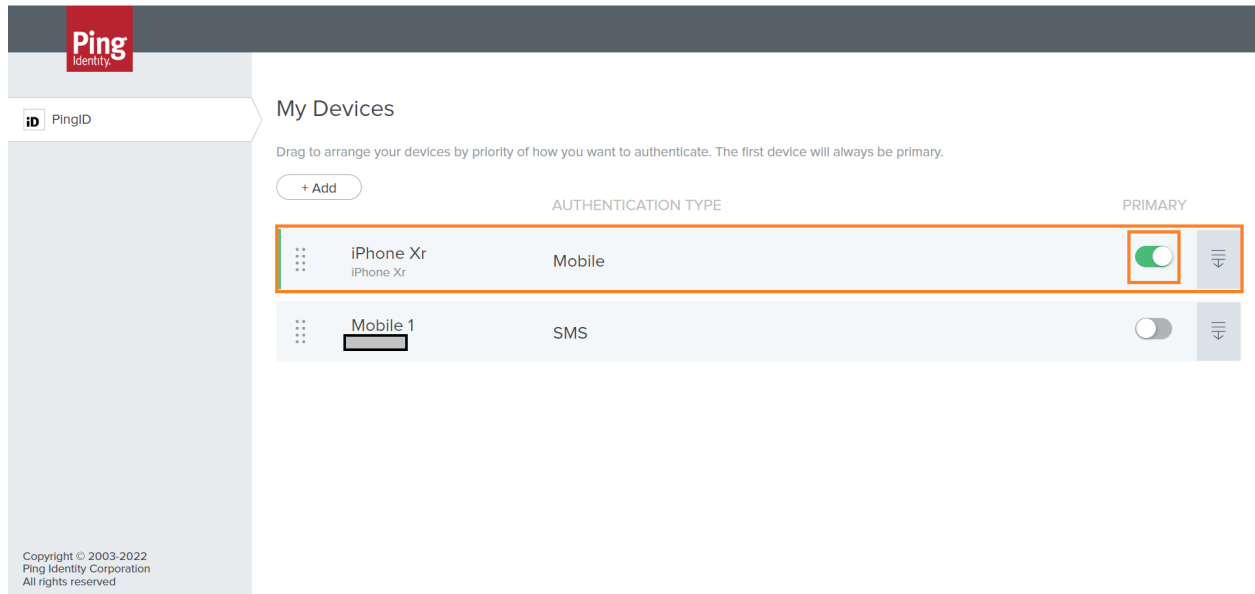


Step 10: Finally, you want to make PingID your primary authentication choice. This is a pretty simple thing to do.

On the Ping ID screen on your computer toggle the button labeled Primary next to SMS or Email to off which will then make the PingID toggle on (turns green). *you might have to provide a code again to make a change just like you did in **step 3**.



Step 11: Once it is all set you would be able to see the 'Primary' button set to green for your mobile device (Ping ID app) as shown below.



Once you see the window above your primary authentication option has been set to the PingID app!

Video link:

<https://www.youtube.com/watch?v=OBjtmSZwXAk>

<https://www.youtube.com/watch?v=l2E3l7YwwBo>

<https://www.youtube.com/watch?v=k5vN7af78do>

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